

RHS Meadows on Main Tenant Satisfaction Survey Results	2020	2019	2018
% Tenant Responses	37%	51%	55%
Cares_ I am pleased with the quality of care I receive.	4.13	4.38	4.15
Cares_ I am involved in the decisions about my care.	4.13	4.14	3.78
Cares_ Staff respond promptly when I ask for assistance.	4.27	4.10	4.11
Cares_ People who care for me do things the way I want them done.	3.93	4.29	4.11
Food_ The quality of the food served is good.	3.67	3.62	3.59
Food_ There is a variety of meals offered.	3.73	3.57	3.72
Food_ The temperature of the food is appropriate.	3.67	3.62	3.87
Oter Care_ There are activities offered that are interesting to me.	3.20	3.81	3.80
Oter Care_ There are opportunities to socialize with others.	3.00	4.29	4.31
Oter Care_ I am satisfied with religious/spiritual activities offered to me.	3.33	4.43	4.37
Oter Care_ Staff go the extra mile to resolve problems.	4.00	3.67	3.87
Community_ the assisted living is clean and odor-free, including my apartment.	4.27	4.43	4.39
Community_ I feel that my room is treated like my home.	4.27	4.33	4.13
Community_ My laundry is returned promptly.	3.73	3.62	3.56
Community_ I feel safe.	4.53	4.14	4.30
Community_ I am able to sleep at night without noise interruptions.	4.33	4.19	4.37
Rights_ Caregivers are respectful, concerned and caring with me.	4.27	4.48	4.56
Rights_ Staff respect my privacy.	4.33	4.43	4.50
Rights_ People who work here treat me politely.	4.53	3.67	4.09
Rights_ I feel comfortable to voice concerns in Tenant meetings.	3.53	4.00	4.06
Rights_ The homecare director is receptive to my needs.	4.13	4.05	4.28
Rights_ I can choose how I spend my day.	4.40	4.05	4.11
Other_ The admission and/or discharge process was satisfactory.	4.13	4.00	4.15
Other_ Management responds to my concerns.	4.20	4.14	4.41
Other_ I recommend this assisted living to others who need care.	4.00	4.33	4.33
Average Total	3.99	4.07	4.12